

Michael W. Brown et al.

Group Art Unit: 2643

Serial No.: 10/005,828

n Re Application of:

Intellectual Property Law Department

Filed: 12/03/2001

International Business Machines Corporation

Title: Expert Hold Queue Management

11400 Burnet Road

Austin, Tx 78758

January 22, 2004

**RECEIVED** 

Change of Correspondence Address

JAN 2 9 2004

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450 Technology Center 2600

Sir:

Please change the Correspondence Address for the above-identified patent application to:

> Amy J. Pattillo P.O. Box 161327 Austin, Texas 78716-1327 **USA**

If telephone contact is required, please call:

(512) 402-9820 Fax (512) 402-9820

Thank you,

Amy J. Pattillo

Associate Attorney of Record

Reg. No. 46,983 (512) 402-9820